



County of Los Angeles  
**CHIEF ADMINISTRATIVE OFFICE**

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DAVID E. JANSSEN  
Chief Administrative Officer

Board of Supervisors  
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Second District  
  
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Fourth District  
  
MICHAEL D. ANTONOVICH  
Fifth District

September 25, 2003

To: Supervisor Yvonne Brathwaite Burke, Chair  
Supervisor Gloria Molina  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: David E. Janssen  
Chief Administrative Officer

**2-1-1 INFORMATION AND REFERRAL SYSTEM – STATUS REPORT NO. 1**

On August 12, 2003, your Board instructed the Chief Administrative Officer, County Counsel, Chief Information Officer, Internal Services Department, and the Department of Social Services to jointly perform a comprehensive review and assessment of the creation and implementation of a 2-1-1 telephone number, including a review of the InfoLine of Los Angeles County (InfoLine) Business Plan, and report back to the Board within 60 days with findings and recommendations. In addition, your Board instructed the Executive Officer of the Board of Supervisors to send a letter signed by your Board to each member of the California Public Utilities Commission expressing the Board's strong support for the concept of a 2-1-1 system. On September 23, 2003, your Board affirmed its support of InfoLine, the sole applicant as of the date of the Board action, for designation as the County's 2-1-1 service provider.

The Working Group of involved County departments received copies of the InfoLine Business Plan the week of September 22 and has initiated a review process to determine if additional information will be required of InfoLine in order to complete the assessment process. In addition, the Working Group is initiating a detailed operational and financial analysis of the Business Plan, including consideration of data and best practices from other states and jurisdictions that have implemented regional or local 2-1-1 systems.

Each Supervisor  
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We will continue to provide your Board with additional status reports as needed to effectively communicate the progress of the Working Group. If you have questions regarding this matter, please contact me or your staff my contact Lari Sheehan of my staff at (213) 974-1174.

DEJ:LS:os

c: Executive Officer, Board of Supervisors  
County Counsel  
Chief Information Officer  
Director of Public Social Services  
Interim Director of Internal Services